



Placing your order for EMiR is only the start of the journey. Your EMiR system will come with helpdesk and technical support.

Click here to find out more about EMiR-Support



Maintenance ensures the continued development and improvement of EMiR Software to ensure it integrates with every aspect of your unique business needs.

Click here to find out more about EMiR-Maintenance



OVERVIEW

Helpdesk support:

- Our **helpdesk** is open in working hours to handle any EMiR queries you may have, are unsure what to do, or need further instruction on how to handle specific processing situations. Remote support also handles all **EMiR-Cloud** assistance and **EMiR-Back-up** needs, including the retrieval of individual documents and files from your back-up archive and the full restoration of server images and data, should a corruption occur.
- **Helpdesk support** can be requested by telephone in the daytime or via our web portal system, Freshdesk or direct email at any time of the day or night. All requests are actioned via the EMiR Freshdesk system that registers the call and routes the work to the most appropriate software engineer or support operative.
- **Remote support.** Our support engineers often use applications to connect to your system remotely. This allows our teams to not only deal with the issue on your live system, they can also walk you through the problems offering additional training as required. Each connection is made on a temporary basis during each investigation.

EMiR Maintenance provides:

- The **Maintenance** programme drives the continual development of EMiR. Through feature requests and the focus of the EDFG – the EMiR Development Focus Group we continue to create an ever-increasing, feature-rich business system for electrical and mechanical engineering companies around the world.
- The **Maintenance** Contract gives you preferential rates on the purchase of customisation work, additional Users, Modules and Extensions.
- All new development for EMiR [for the Modules and Extensions that you currently own] will be available to you at no extra cost. Each quarter you will be sent a list of all the functionality available for EMiR that you are not currently using, and you can then add as much [or as little] of it to your system as you want for no extra cost. The development switch list currently holds 1000's of updates that have been developed as requests from EMiR users and under the EMiR Developers Focus Group. These updates are available free of charge to Maintenance contract holders.

FEATURES & BENEFITS

EMiR is an industry-specific solution serving electrical and mechanical engineering companies and this means that the direction of development ideas and the improvements we make, positively impact the majority of our users.

We are one of the only software authors that actively encourages feedback for new development. We share that feedback as part of the EDFG Group – The EMiR Development Focus Group and our users comment through face-to-face meetings and online discussion, what new features are scheduled and how each aspect works in relation to the existing EMiR process.

Being an active member of the EDFG Group provides:

- An appreciation of the thought process that goes into developing new features, Modules and Extensions.
- Your company with involvement in discussions with other industry users about the market and how those changes are reflected in the EMiR system.
- The group with additional feedback from within your business about the way EMiR is used now and how diversification and industry changes will affect you. This feedback is vital to ensure EMiR remains your long-term business solution.
- A fresh set of ideas and impetus to the EDFG Group process that will benefit not only your business, but others in the industry.



Visit us today at www.emirsoftware.com or call 0845 009 4588